

New Orleans Fire Department (NOFD)

Six Month Check-In

City of New Orleans

November 7, 2018



Contents

- I. Residents Experiencing Loss In Fires (RELIF) Report
- II. “Install Dat” Smoke Alarm Project
- III. Commercial Occupancy Inspection Program
- IV. Fire Hydrant Testing
- V. Fire Safety Social Media Campaign
- VI. City’s IMT & USAR Teams Respond After Hurricanes
- VII. Fire Prevention Month Activities



I. Residents Experiencing Loss In Fire (RELIF) Report

I. Residents Experiencing Loss In Fire (RELIF) Report

Status Quo

- Previously, the NOFD only collected information for a single person (head-of-household or manager) for each structure fire.
- The purpose was to ensure the NOFD had information available to communicate with affected residents if further investigation or collection of additional information was necessary.



I. Residents Experiencing Loss In Fire (RELIF)

Report

Scope

- Gather detailed information for every occupant at structure fires and report that information to the Office of Youth and Families.
- This is done to ensure that residents who are adversely affected by fire receive all available assistance.
- Create a new NOFD policy and procedure that requires the collection of the necessary data to create the RELIF Report.
- Create a procedure to send the RELIF Report to the Office of Youth and Families in a timely manner.



I. Residents Experiencing Loss In Fire (RELIF) Report

Improvement/Why It Matters

- This project will allow residents who are adversely affected by fire to be connected to available services that provide relief for those experiencing the disaster of a home fire. Previously, there was not a comprehensive way to ensure that victims were connected to vital assistance.



II. "Install Dat" Smoke Alarm Project

II. “Install Dat” Smoke Alarm Project

Status Quo

- The NOFD has given away or installed smoke alarms for many years, but the NOFD was not aggressive in this endeavor prior to the five tragic fire fatalities that occurred in Broadmoor in 2014.



II. “Install Dat” Smoke Alarm Project

Scope

- Since 2014 the NOFD has made a commitment to ensure that every residential structure has a working smoke alarm installed.
- This is accomplished by:
 - Canvassing every neighborhood, knocking on doors and engaging the residents about the necessity of having a working smoke alarm
 - Responding to requests for smoke alarms through the CNO Website.



II. “Install Dat” Smoke Alarm Project Improvement/Why It Matters

- Smoke alarms do not prevent fires, but they do give early warning to the occupants so they can safely escape.
- SMOKE ALARMS SAVE LIVES
- The NOFD has installed 1,126 smoke alarms since May 7, 2018 at no cost to the residents.



III. Commercial Occupancy Inspection Program

III. Commercial Occupancy Inspection Program

Status Quo

- Prior to 2013, the NOFD only had a handful of Fire Prevention Inspectors trained to conduct inspections of the approximately 7,000 commercial occupancies in the city
- The NOFD was unable to meet the demand for inspections



III. Commercial Occupancy Inspection Program Scope

- Every NOFD Company Officer was trained and certified as a Fire Prevention Inspectors, allowing them to conduct code inspections of commercial and industrial structures while also familiarizing themselves with the layout and unique features of the structures
- The NOFD trained and certified all Captains (approximately 157) to be Fire Prevention Inspectors
- Each commercial occupancy in the city was assigned to a specific Captain for accountability
- All commercial occupancies must be inspected each year by a certified Fire Prevention Inspector



III. Commercial Occupancy Inspection Program Improvement/Why It Matters

- Anyone who enters a commercial occupancy should have the expectation that the structure is safe. A yearly fire prevention inspection by trained individuals ensures that fire codes are being adhered to and the public is safe
- The inspection may prevent fires by prompting the building owner/occupant to correct any fire code violations
- Since May 7, 2018 the NOFD has inspected 2,324 commercial occupancies
- This program has allowed the NOFD to conduct fire code inspections of almost every commercial and industrial structure in the city on annual basis. This improves the safety of the structures city residents and visitors frequent on a daily basis, and allows firefighters to better preplan for response in the event of a fire



IV. Fire Hydrant Testing

IV. Fire Hydrant Testing

Status Quo

- Prior to this project, the NOFD would inspect every Sewerage and Water Board Fire Hydrant in the city twice each year. This inspection included a visual check and functional operation test of each hydrant.



IV. Fire Hydrant Testing

Scope

- Due to a change in insurance testing requirements, the NOFD changed the hydrant inspection and testing process to one annual, 21-point inspection of each hydrant, and a flow testing of each hydrant – which measures the actual water flow produced -- once every five years.
- The NOFD has conducted 11,039 hydrant inspections and 2,275 flow tests since May 7, 2018.



IV. Fire Hydrant Testing Improvement/Why It Matters

- While the NOFD is not responsible for fire hydrant maintenance, this project benefits the NOFD, the Sewerage and Water Board and the entire city. It ensures hydrants are functional for firefighting efforts when needed, provides identification of broken or damaged hydrants so that they can be quickly repaired, provides system-wide flow measurements for proper analysis, and could help to lower homeowners insurance in the city.



V. Fire Safety Social Media Campaign

IV. Fire Safety Social Media Campaign

Status Quo

- Prior to this campaign, the NOFD had little to no social media presence.
- Social media accounts were not monitored or updated on a regular basis.
- Postings were limited and sporadic.
- Educational campaigns were promoted through the same established means: print and television media or direct interactions with the public.
- Outside of press releases, little information about department activities was issued to the public.



IV. Fire Safety Social Media Campaign Scope

- Utilize NOFD Public Information Officers and the Photo Unit to promote educational campaigns through social media, and better inform the public on the day-to-day activities of the Fire Department.



IV. Fire Safety Social Media Campaign Improvement/Why It Matters

- Social media platforms allow the NOFD to inform the public directly about activities and fire education. Social media also enables the NOFD to reach segments of the community that were previously overlooked.
- The NOFD has developed a small but steadily growing number of followers who often forward critical information to others on social media.
- The New Orleans Fire Department currently has 4,322 Facebook followers and 1,609 Twitter followers.



VI. City's IMT & USAR Teams Respond After Hurricanes

V. City's IMT & USAR Teams respond after hurricanes

Scope

- City/NOFD Incident Management Team and Urban Search and Rescue Teams deployed to assist neighboring states after two disasters.
- In September the IMT deployed to North Carolina to assist in staffing the Planning Section for the state's Emergency Operations Center in Brunswick County, one of the hardest hit areas near the coast.
- Also in September, the USAR Team (LA Task Force 1) deployed to South Carolina and performed water rescues and welfare checks in flooded neighborhoods in the Myrtle Beach area.
- In October the USAR Team (LA Task Force 1) deployed to Mexico Beach (ground zero) and Panama City after Hurricane Michael, conducting door-to-door search and rescue in the devastated areas.



V. City's IMT & USAR Teams respond after hurricanes

Improvement/Why It Matters

- Teams responding to help North Carolina, South Carolina and Florida after Hurricanes Florence and Michael were critical for those communities.
- Having experienced similar disasters in New Orleans, it is important to assist our neighbors during their times of crisis.
- NOFD teams gained crucial experience from each deployment.



VII. Fire Prevention Month Activities

VI. Fire Prevention Month Activities

Status Quo

- National Fire Prevention week is the second week of October each year.
- The NOFD escalates its fire prevention activities for the entire month, creating Fire Prevention Month.



VI. Fire Prevention Month Activities

Scope

- The NOFD held a press event with Mayor Cantrell to kick off Fire Prevention week and to encourage residents to call the NOFD to install free smoke alarms.
- The NOFD conducted a side-by-side live burn demonstration at City Hall to demonstrate how fast fires spread and the need for smoke alarms, fire escape planning and home sprinklers.
- The NOFD conducted fire drills and inspections at every K-12 school (158 total) in the City of New Orleans to ensure fire escape preparedness at each school.
- In October the NOFD Community Relations Division provided educational programming to 24,723 residents.
- The NOFD Community Relations Division has provided educational programming to 40,240 residents since May 7, 2018.



VI. Fire Prevention Month Activities

Improvement/Why It Matters

- Reaching the public through large media campaigns helps to ensure that as many residents as possible have working smoke alarms and are aware of the dangers from fire.
- By completing mandatory fire drills and inspections in each K-12 school, the NOFD ensured that every school has working fire alarms and that students and teachers know what to do in the event of a fire during the school day.
- Through these drills and inspections at every K-12 school, the NOFD interacted with 66,216 students and teachers.

